

CAC Board Chair: Julia Rietz, State's Attorney

CAC Executive Director: Kari S. May

MISSION: *The mission of the Champaign County Children's Advocacy Center is to coordinate a timely, comprehensive, and multidisciplinary response to allegations of child sexual and serious physical abuse in a safe, agency-neutral, child-focused setting. The Children's Advocacy Center facilitates investigations, makes medical and treatment referrals, and assists with any consequent legal proceedings in order to protect and support the children it serves and their families. The CAC also assists in coordinating education and prevention services.*

POLICY STATEMENT: It is the aim of the Children's Advocacy Center that children and families from all backgrounds feel welcomed, valued, respected and acknowledged by staff, Multidisciplinary Team members and Governing Board members, regardless of their appearance, background or beliefs.

Diversity issues influence nearly every aspect of our work with children and families, including welcoming a child to the CAC, employing effective interviewing techniques, gathering information, selecting appropriate service providers and securing help for a family in a manner in which it is likely to be utilized. To effectively meet the child's needs, CAC personnel and Multidisciplinary Team members attempt to understand the child's world-view and adapt practices as needed and as appropriate.

Clients, CAC employees, Multidisciplinary Team members, Governing Board members and anyone else with whom we have dealings are treated with respect, dignity and fairness. Members of the CAC Team are encouraged to seek opportunities to develop and reach their full potential as individuals, thereby achieving both professional and personal goals. Members of the CAC Team promote not only awareness of the issues surrounding cultural diversity but demonstrate sensitivity to these issues by interacting in an appropriate manner with peoples of all cultures.

Adopted: May 24, 2012 Revised: April 25, 2013 & November 19, 2015 & November 16, 2016

Policy and Governance Level Role & Responsibility: Develop and implement policies that promote cultural and linguistic values within the organizational structure.

Action Steps	Time Frame	Person(s) Responsible	Benchmarks
Review, evaluate and update the CAC Protocol for the Multi-Disciplinary Investigation of Child Sexual and Severe Physical Abuse.	November 2017	Governing Board	The Board will consider several major revisions to the Protocol, so that by the 11/17 they will have revised or affirmed the entire document.
Review, evaluate and update CLC Plan.	November 2017	Governing Board and Executive Director	The Board will review this plan with proposed changes and approve or revise as desired. The Executive Director will ensure that the most-recently approved version of the CLC Plan is posted on the CAC webpage.
Retain our full-time Child Forensic Interviewer (CFI).	July 2017	Governing Board and Executive Director	The Board and the Executive Director will identify and secure an adequate, renewable source of funding for our Child Forensic Interviewer by June 2017. When the CAC created the CFI position, we knew that the initial funding source was temporary. The Governing Board is actively seeking alternate sources of funding.
Evaluate the diversity of the Board and the Multidisciplinary Team.	September 2017	Governing Board	The Board will annually evaluate the diversity of the Board and the Multidisciplinary Team.
Allocate funding/resources for cultural competence training.	Ongoing	Governing Board and Executive Director	CAC staff will complete at least one cultural competence training in each six-month half of the plan year.
Evaluate program & agency by reviewing OMS System surveys completed by clients and Multidisciplinary Team members.	Spring 2017	Governing Board and Executive Director	Using the OMS system, at the initial visit the Executive Director will give surveys to the parents/caregivers of children receiving services at the CAC.

			<p>The Executive Director will survey Multidisciplinary Team members annually.</p> <p>Annually, the Board will review and evaluate survey results compiled by the Executive Director.</p>
Review and evaluate client demographics (i.e., gender, age, race, residency) to identify potential gaps in services and ensure that the Center is responding appropriately to access issues.	March 2017	Governing Board and Executive Director	The Board will review client demographics for Plan Year 2017, compiled by the Executive Director.

Administration/Management Level Role & Responsibility: Develop an organizational structure, administrative guidelines, and system of evaluation to ensure that services are effective, efficient, accessible, and of high quality.

Action Steps	Time Frame	Person(s) Responsible	Benchmarks
Assess and modify, if necessary, the physical facility to reflect the population of focus, to be welcoming, clean, and attractive by providing cultural art, magazines, toys, refreshments.	Semi-Annually	Executive Director	<p>The Executive Director will conduct a semi-annual assessment of the facility to ensure that the facility is inviting to all children and families and respects the diversity of our clients.</p> <p>The Executive Director will purchase magazines, decorations, toys, interview aids, etc. that reflect the needs and interests of the population served.</p>
Assess the physical facility and make modifications, if necessary, to ensure that the facility is accessible by persons with disabilities.	Semi-Annually	Executive Director	The Executive Director will assess the facility on a semi-annual basis to ensure that the facility is accessible by persons with disabilities.
Ensure compliance with the National Children's Alliance's Accreditation Standard for Cultural	Spring 2016	Executive Director	The Executive Director will ensure that the CAC complies with the NCA Accreditation Standard for

Competence “requiring that culturally competent services are routinely made available to all CAC clients and coordinated with the Multidisciplinary Team response.”			Cultural Competence.
Ensure access by staff and Multidisciplinary Team members to CLC training.	Ongoing	Executive Director	CAC staff will complete at least one cultural competence training in each six-month half of the plan year. The Executive Director will notify MDT supervisors of the availability of CLC training opportunities and will encourage participation by members of the Multidisciplinary Team.
Refer clients to community-based services that are culturally-appropriate, and sensitive to the client/family’s needs.	Ongoing	Executive Director	The CAC will continue to contract for Crisis Intervention Counseling Services with licensed therapists who demonstrate a commitment to cultural competence in the provision of services. Direct service staff will continue to refer to community-based agencies that demonstrate a commitment to the provision of culturally competent services.
Maximize the opportunities for children and families to have access to services in their language of choice.	Ongoing	Executive Director, Family Advocate and Multidisciplinary Team	CAC staff and MDT investigators will make every effort to enlist interpreters so that child interviews are conducted in the child’s language of choice. CAC staff and MDT investigators will make every effort to enlist interpreters so that family social histories are conducted in the family’s language of choice. CAC staff will make every effort to enlist interpreters in order to provide follow-up services in the family’s language of choice.

			<p>The Executive Director will maintain a current list of language and sign-language interpreters.</p> <p>The Executive Director will maintain an Interagency Agreement with the East Central Illinois Refugee Mutual Assistance Center.</p>
Seek outreach opportunities with groups that reflect the diversity of our community.	Ongoing	Executive Director	The Executive Director will implement one community engagement and/or outreach activity annually.

Practitioner Level Role & Responsibility: Work through and with the Multidisciplinary Team, families, and other service providers to ensure that clients receive services which are responsive to and respectful of the family's racial and ethnic cultural traditions, beliefs, values, and preferred language and which increase the likelihood of engagement.

Action Steps	Time Frame	Person(s) Responsible	Benchmarks
Read CLC Plan and sign acknowledgment that the Plan is understood and that practices will be implemented within the Agency.	Ongoing	Executive Director	<p>The Executive Director will ensure that all newly hired staff read and acknowledge in writing the CLC Plan during the first month of employment.</p> <p>The Executive Director will ensure that all existing staff read and acknowledge in writing any revisions to the CLC Plan within 1 month of adoption by the CAC Board.</p>
Complete CLC training.	Ongoing	Executive Director	CAC staff will complete at least one cultural competence training in each six-month half of the plan year.
Engage families in the service provision process and ensure that families have a primary decision-making	Ongoing	Family Advocate	During the Social History process, the Family Advocate will inquire about the family's

role in the development of their service plan. Ensure that the family's preference/needs are present in the plan.			<p>ethnic/cultural background and will identify their natural and informal supports.</p> <p>The Family Advocate will inquire about and be sensitive to the family's cultural and language preferences, and will seek resources aligned with those preferences.</p> <p>The Family Advocate will communicate identified cultural issues that might impact upon the case to Team members to ensure that these issues are considered in the service delivery process.</p>
Develop a system of local providers, organizations, and other community supports.	Ongoing	Family Advocate	<p>The Family Advocate will maintain knowledge of diverse community-based resources for assisting CAC clients.</p> <p>The Family Advocate will utilize 211 to ensure that we are able to provide clients with accurate, up-to-date information on services available in our community.</p>
Collect demographic data on clients served by the CAC	Ongoing	Executive Director	Collect data on race, ethnicity and primary language of individuals.

Consumer/Client/Individual and Family Level Roles & Responsibility: Build the consumer voice in the overall implementation of culturally responsive practices.

Action Steps	Time Frame	Person(s) Responsible	Benchmarks
Parents/caregivers will be given an opportunity to provide feedback about CAC services through client surveys.	Ongoing	Governing Board and Executive Director	Utilizing the OMS System, at the initial visit the Executive Director will give surveys to the parents/caregivers of children receiving services at the CAC.

			<p>Among other things, the OMS System client survey will attempt to measure the client's perception of the cultural sensitivity of CAC services.</p> <p>Spanish-language surveys and cover letters will be given to parents/ caregivers as needed.</p> <p>Annually the Board will review and evaluate survey results compiled by the Executive Director.</p>
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